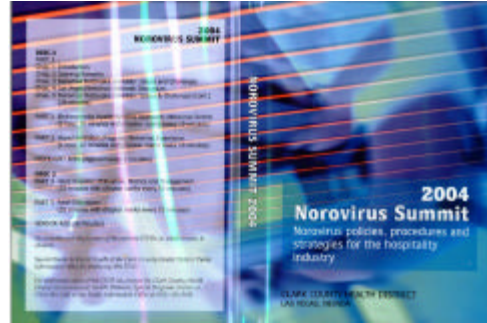


# Norovirus Summit DVD

The Clark County Health District has produced a Norovirus Training DVD based on the July 13, 2004 Nevada Norovirus Summit. This set of two DVDs (total four hours of training time) is available for purchase at a low cost.

The DVDs are a great learning tool for management interested in addressing the multifaceted issues associated with Norovirus prevention and control in the Hospitality Industry. The DVDs include presentations by experts from the US Centers for Disease Control and Prevention (CDC) including the Vessel Sanitation Program, the National Center for Environmental Health, and the Epidemic Intelligence Service. Also included is a presentation by a hand washing expert who emphasizes the importance of hand washing in the control of Norovirus. The presenters go on to discuss control strategies that can be implemented.



More information is available from:

**Norovirus Training DVD**  
**Clark County Health District**  
**Post Office Box 3902**  
**Las Vegas, NV 89127-3902**

**EnvironmentalHealth@cchd.org**

[http://www.cchd.org/download/environmental\\_health/norovirus\\_DVD.pdf](http://www.cchd.org/download/environmental_health/norovirus_DVD.pdf)

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*Nevada Norovirus Summit*  
*Tuesday, July 13, 2004, 8:30 am - 3:30 pm*  
*Las Vegas, Nevada*

## Agenda:

### **Welcome**

Donald S. Kwalick, MD, MPH, Clark County Health District

### **A Multi-Hotel Norovirus Outbreak in Las Vegas, Nevada**

Laura Podewils, PhD., EIS Officer  
Centers for Disease Control and Prevention

### **Responding to the Norovirus Challenge: A Cruiseline Industry Perspective**

Grant Tarling, MD, Princess Cruise Lines

### **Environmental Health Systems Approach to Norovirus Control**

CAPT Charles S. Otto III, MPA, USPHS, Centers for Disease Control and Prevention National Center for Environmental Health

### **The CDC Vessel Sanitation Program Norovirus Experience**

CDR Jaret Ames, MS, Deputy Chief, Vessel Sanitation Program, Centers for Disease Control and Prevention

### **Hand Hygiene: Motivation, Metrics & Management**

Jim Mann, The Handwashing Leadership Forum

### **Industry and Public Health Teamwork: A Panel Discussion**

## Clark County Health District Norovirus Outbreak Prevention Guidelines for Hotels/Casinos

<u>Date</u>	<u>General Hotel Recommendations</u>
_____	1. Increase employee hand washing to: A At least once per hour B Upon entering a kitchen C After using the restroom D After shaking hands or other physical contact with peers and guests E After sneezing F After touching the face G After blowing the nose H After rubbing hands on clothing and similar activities I After handling raw foods J After handling dirty kitchen utensils and kitchenware K After cleaning, sweeping, or mopping L After a break M After smoking, eating or drinking N Before handling any food, especially ready-to-eat foods and ice O After handling money (tips)
_____	2. Maintain employee hand washing vigilance through active management reminders and correction.
_____	3. Consider strict glove use policy for all food preparation. Ensure that gloves are changed frequently and that hands are washed between glove changes.
_____	4. Discontinue the practice of having cocktail servers handle ashtrays and used drink cups.
_____	5. Contact transportation companies affiliated with the hotel/casino to implement similar clean-up and sanitizing procedures as those implemented in the hotel properties.
_____	6. Inspect the parking tower and surrounding area for evidence of public biohazardous accidents. Handle any positive findings as outlined under “Emesis and Feces Removal, and follow-up environmental contact surface clean-up, and sanitization”.
_____	7. Use single use ticket system for automobile valet check-in and pick-up method, in place of using tickets that are reused indefinitely.
_____	8. Switch to auto-dispensing paper towel dispensers throughout the hotel, including all patron restrooms, employee restrooms, kitchens, and locker rooms.
_____	9. Use disposable ice buckets and drink cups in all guest rooms and always discard them between guests. Additionally all ice buckets and drink cups must be discarded whenever they are visibly soiled.

### Basic Clean-up/Sanitization Recommendations

In addition to routine cleaning activities, ensure the following:

- |       |   |
|-------|---|
| _____ | 10. Increase frequency of cleaning and sanitizing the handles of hand sinks and doors in public restrooms, employee restrooms and throughout all kitchens to once per hour during periods of frequent use.  |
| _____ | 11. Increase frequency of cleaning and sanitizing employee restrooms to once per hour during periods of frequent use.   |
| _____ | 12. Use disposable cleaning cloths.   |
| _____ | 13. Use separate colored cloths in toilet areas.  |
| _____ | 14. Clean and sanitize (using a virucidal agent*) high touch areas such as slot machine buttons and handles, coin trays and buckets, drinking fountains, telephones, ATM machines, chips, door handles and push plates, contact areas of gaming tables, elevator buttons and panel. |

- \_\_\_\_\_ 15. Frequently sanitize escalator roller bars with a virucidal disinfectant.
- \_\_\_\_\_ 16. Frequently sanitize public stair rails, balcony/mezzanine rails, and bar rails with a virucidal disinfectant.
- \_\_\_\_\_ 17. Frequently sanitize parking validation clocks, ATMs, courtesy phones, casino cage counters, self-serve coin redemption kiosks, gaming chair backs, gaming tables, table game cup holders, restaurant menus, and similar high frequency human contact surfaces throughout all casinos and restaurants with a virucidal disinfectant.
- \_\_\_\_\_ 18. Spray or hand wipe as applicable the entire casino gaming area including high frequency human contact equipment and employee areas with a sanitizer effective against viruses at least daily. Carefully follow all manufacturer instructions on **cleaning, rinsing, and sanitizing** equipment being careful not to damage sensitive electronic components. Although this is a labor intensive effort, it is essential to breaking the chain of environmental contamination by ill guests and employees over time.
- \_\_\_\_\_ 19. Clean and sanitize (using a virucidal agent\*), the inside of all dish and glass washers. The currently recommended sanitizers for non-high-temperature dishwashers are not effective against Norovirus. Therefore if any contaminated dish or glassware (including ashtrays) has been placed in the dishwasher, the equipment may be contaminated with Norovirus. Alternatively, discontinue the use of any dish or glass washing machine for ashtray cleaning/sanitizing unless the machine is dedicated solely for that purpose.
- \_\_\_\_\_ 20. Clean and sanitize floor surfaces (using a virucidal agent\*) in all public areas.
- \_\_\_\_\_ 21. Remove bags from vacuum cleaners; sanitize the vacuum bags with a virucidal disinfectant and then replace the bags with HEPA filter bags before subsequent use.
- \_\_\_\_\_ 22. Wash, rinse, and then sanitize coin cups daily (if applicable) with a virucidal disinfectant.
- \_\_\_\_\_ 23. Discard the ice in all ice machines once per week throughout all kitchen facilities followed by thorough cleaning and sanitizing of the machine. Discard ice stored in bins, sinks used to store ice, and other associated equipment once per day followed by a thorough sanitizing of the bin or sink. Sanitize all such bins and sinks again prior to use.

### **Routine Guest Room Cleaning Procedure**

In addition to routine housekeeping practices, ensure the following:

- \_\_\_\_\_ 24. Observe routine guest room housekeeping procedures to look for common cross contamination issues (e.g. using the same rag to clean bathroom surfaces and wiping down ice buckets.) Correct deficiencies when found and share the information with other managers to standardize better cleaning methods.
- \_\_\_\_\_ 25. Use disposable cleaning cloths.
- \_\_\_\_\_ 26. Use one cloth for cleaning and a new cloth for disinfecting surfaces.
- \_\_\_\_\_ 27. Use separate colored cloths in toilet areas.
- \_\_\_\_\_ 28. Use a new set of cloths for each guest room.
- \_\_\_\_\_ 29. Clean and sanitize high touch areas such as taps, faucets, door and drawer handles, door latches, toilet or bath rails, telephones, rails on balconies, light and lamp switches, thermostats, remote controls, curtain pulls and wands, covers on guest information books, alarm clock buttons, hair dryers, irons, and pens.

### **Recommendations for Surveillance of Employee and Guest Illness**

- \_\_\_\_\_ 30. Require that all employees who report having experienced vomiting, diarrhea, or “stomach flu” symptoms remain off duty for 72 hours after their symptoms end. It is recommended, but not required that employees seek medical care for their illness.

- \_\_\_\_\_ 31. Have managers look for obvious signs of employee illness such as increased frequency of restroom use. Send ill employees home as per the recommendations above.
- \_\_\_\_\_ 32. Report unusual numbers of employees ill with symptoms of gastroenteritis to the Clark County Health District Office of Epidemiology @ 759-1300.
- \_\_\_\_\_ 33. On all security reports related to gastrointestinal illness in employees or guests, collect the following information:
- A Did the ill person develop diarrhea?
  - B If so, when (date and time) did the diarrhea begin?
  - C Did the ill person develop vomiting?
  - D If so, when (date and time) did the vomiting begin?
  - E Did the ill person have a fever?
  - F If so, when (date and time) did the fever begin?
  - G For how many days did the vomiting and/or diarrhea last?
  - H The arrival and departure dates of the ill person

\_\_\_\_\_ **Recommendations for Ill Guests**

- \_\_\_\_\_ 34. Encourage ill guests to stay in their rooms and to report any gastrointestinal illness to security.
- \_\_\_\_\_ 35. Provide and encourage use of ethanol towelettes or install hand sanitizer stations in public areas.
- \_\_\_\_\_ 36. Install polite reminders in all public restrooms on the need for proper hand washing.

\_\_\_\_\_ **Emesis and Feces Removal, and Follow-up Environmental Contact Surface Clean-up and Sanitization**

- \_\_\_\_\_ 37. Consideration should be given to having a specially trained cleaning team available at all times. Ensure that all biohazardous accidents are only remediated by staff trained and properly protected for such clean-up activities.
- \_\_\_\_\_ 38. Have staff report all biohazardous accidents to security. Treat all fecal and vomitus events as if they are contaminated with a highly infectious organism. Document all biohazardous events in a log including date, time, location, including room number if applicable, and persons affected if known.
- \_\_\_\_\_ 39. Disposable cleaning cloths should be used.
- \_\_\_\_\_ 40. Separate colored cloths should be used in toilet areas.
- \_\_\_\_\_ 41. In the event of a member of staff or a member of the public having an emetic or fecal accident the area must be cleaned as a matter of urgency. The area where such an incident has occurred should be closed, or cordoned off, for at least one hour and all windows opened to allow thorough air circulation.
- \_\_\_\_\_ 42. Increase the frequency of cleaning public toilets.
- \_\_\_\_\_ 43. All surfaces in the toilet areas should be cleaned with a virucidal agent\* using disposable cloths.
- \_\_\_\_\_ 44. Individuals, who clean up emesis or feces should use the following procedures:
- A Wear disposable mask, gloves, eye shield, and plastic disposable apron.
  - B Use paper towels to soak up excess liquid. Transfer these and any solid matter directly into a plastic waste bag.
  - C Clean the soiled area with detergent and hot water, using a disposable cloth.
  - D Disinfect the contaminated area with a virucidal agent\*.
  - E Dispose of apron, gloves and cloths into a Biohazard waste bag.

- F Wash hands thoroughly using soap and water for at least 1 minute and then dry them thoroughly after completing the clean-up procedure and again after completing the disposal procedure.
- G If the area soiled was carpeted then steam clean using a virucidal agent\* in the reservoir for the cleaning solution.

**Treatment of Other Contaminated Materials**

- 45. Contaminated linen and other materials should be placed carefully into separate laundry bags. They should be washed in a hot wash. If an outside laundry is used they should be consulted, as the laundry is potentially infectious.
- 46. Soiled mattresses and soft furnishings should be removed for sanitization using a virucidal agent\* and subsequent steam-cleaning. If soiling on a mattress exceeds one quart in volume, treat the mattress in place, wrap the mattress in heavy gauge plastic and have the mattress sterilized, or in the alternative, discard via normal solid waste disposal procedures.
- 47. Contaminated carpets should be cleaned with carpet detergent and hot water, then disinfected with a virucidal agent\* and then steam cleaned (also using a virucidal agent\*)
- 48. Contaminated hard surfaces should be washed with detergent and hot water, using a disposable cloth, then disinfected using a virucidal agent\*. Cloths should be disposed of as biohazardous waste. Non-disposable mop heads should be laundered in a hot wash using a virucidal agent\*.
- 49. Horizontal surfaces, furniture and soft furnishings in the vicinity of the soiled area should be cleaned with detergent and hot water, using a disposable cloth and sanitized using a virucidal agent\*. Followed this with air drying in the sun for a few hours (if possible).
- 50. Fixtures and fittings in toilet areas should be cleaned with detergent and hot water using a disposable cloth, then disinfected using a virucidal agent\*.

**Cleaning up Emesis in Food Preparation or Service Areas**

- 51. The following procedure should be used to clean emesis in food preparation or service areas
  - A Using the above principles, carefully remove all vomit and clean the area.
  - B Thoroughly clean and sanitize all food contact surfaces frequently with a virucidal agent\*. Follow this action with a thorough rinse with clean water and a food grade sanitizer.
  - C Destroy any exposed food, food that may have been contaminated and food that has been handled by an infected person.

\* Follow manufacturer's directions for use of the virucidal agent.

Additional Notes:

These recommendations were delivered to:

<b>Hotel/Casino</b>	<b>Environmental Health Specialist</b>
Hotel/Casino Name: _____	Delivered by Name: _____
Received By (Print): _____	Signature: _____
Received By (Sign): _____	Telephone: _____
Date: _____	email: _____